

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

## 1. **TITLE:** (B403) Exchange Web Site

<b>TA No:</b>	291-Rev2		
<b>Task Area Monitor:</b>		<b>Alternate Task Area Monitor:</b>	None
<b>NASA POC:</b>	None	<b>Software Control Class:</b>	Low Control
<b>Type of Task:</b>	Non-Recurring Task		

## 2. **BACKGROUND**

The main Exchange webpage can be found at: <http://larc-exchange.larc.nasa.gov/>, It contains links to other exchange pages that includes fitness, LEA, LEA clubs, Lea Athletics, LCDC, food service, exchange employees, and exchange business office. Dreamweaver is the preferred web tool to maintain the site: however, the fitness center pages were developed using Microsoft Publisher. The curator is being changed from OCIO to this task.

## 3. **OBJECTIVE**

Update and develop a website that will provide a vehicle for communication that is also 508 compliant.

## 4. **GENERAL IT SUPPORT SERVICES**

### **Services Specified Through Exhibit A:**

Maintenance of Software Developed By or For LaRC:  
On-going maintenance is required.

Revision 1 Requirments:

1. Complete the Clubs and Athletics section with new information provided by Mr. Cone.
2. Revise and update three online forms relating to vending services under the Exchange Business Office tab.
3. Upload new Exchange pay scale Adobe document and link from Employees tab.
4. Remove phone number references from the Child Development Center tab.
5. Complete the conversion of the Fitness Center section into the new format and add sidebar navigation for the additional fitness and health related documents provided by TAM.
6. Confirm & update contact information for all tabs in the main header.
7. Establish ConITS web team email for page curator link in the website footer.
8. Demo completed site modification to TAM.
9. Prepare for and migrate all updates into production.
10. Verify existing production CGI scripts (i.e. cafeteria menu and email scripts) are connected and functioning properly with new site.

11. Archive old LaRC Exchange code and delete unused documents and files no longer needed within the directory structure.

#### **General IT Support Services Performance Metrics**

Performance Standard: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: The systems and applications to which these services apply are operated efficiently and with minimal disruption in capability due to malfunctions. Upon failure, they are repaired to minimize the disruption of capability. The integrity and security of data is maintained.

Performance Metrics:

Exceeds: "Meets" and: significant improvement in efficiency is noted; or a successful and rapid recovery from a malfunction or disaster has been accomplished; or the degradation of capability due to malfunctions has been significantly mitigated by system administrator actions.

Meets: Daily tuning of systems is performed. Response to problems during business hours and within 2 hours of notification. Trouble reporting system is kept current and daily follow-up of problem resolution is carried out. TAM is kept informed.

Fails: Any of the requirements of this subsection are not satisfied.

Performance Standard: Required documentation is complete, understandable, and up-to-date.

Performance Metrics:

Exceeds: Documentation is error free, complete, and up-to-date. Significant improvements have been made in the clarity of documentation.

Meets: Documentation is complete with only minor errors noted.

Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the systems.

Performance Standard: Required monthly status reporting is complete, understandable, and provided on the due date.

Performance Metrics:

Exceeds: Monthly status reporting is error free, complete, and provided no later than 8 business hours after the due date. Significant improvements have been made in the clarity of the monthly reports.

Meets: Monthly status reporting is complete with only minor errors noted and

provided within 16 business hours after the due date.

Fails: One or more required monthly status report components are not available or errors are noted.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

None required.

## **7. Exhibit A**

None required.

## **8. SPECIAL SECURITY REQUIREMENTS**

None required.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

## **10. JOINT REVIEW SCHEDULE**

Review meetings will be scheduled between the contractor and the customer at the customer's request.

## **11. PERIOD OF PERFORMANCE**

This TA is effective from 08/01/08 to 04/27/10

## **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows

Quality: 50%      Timeliness: 50%

## **13. RESPONSE REQUIREMENTS**

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

## **14. GOVERNMENT ESTIMATED COST**

## 15. FUNDING INFORMATION

Funding last submitted on 07/10/2009.

## 16. MILESTONES

Date	MileStones
10/15/2008	Update Exchange Pages

## 17. DELIVERABLES

Number	Deliverable Item	Deliverable Schedule
1	Upload Oktobertfest map and information charts	9/15/2008

## 18. FILE ATTACHMENTS

[Others1](#)